

## **RETURN & REFUND GUIDELINE**

All purchases made on The IIA Malaysia portal are calculated in Ringgit Malaysia.

### **1. Membership**

All membership purchases are final and nonrefundable. A refund is only applicable if the approved membership differs from the one applied for.

Please allow four to six weeks for a refund.

#### **A. Membership Application**

- I. The membership application process is conducted automatically online via The IIA Malaysia's portal system.
- II. Membership applications are subject to approval before payment is requested.
  - a. Once a membership application is submitted online through the Membership Application Form, it will be queued in our system for review and processing.
  - b. Once the membership application is approved, notification email will be sent to the applicant.
- III. Application fees may vary depending on the type and requirements of the application.
- IV. Applicants are advised to carefully read and understand all details, including the fee structure, requirements, and other particulars, before applying and making payment.
- V. Application payments are non-exchangeable and non-refundable.
- VI. For any inquiries related to the membership application, you may contact us at [membership@iiam.com.my](mailto:membership@iiam.com.my).

#### **B. Membership Upgrade Application**

- I. The membership upgrade application process is conducted automatically online via The IIA Malaysia's portal system.
- II. Once a membership upgrade application is submitted online through the Membership Upgrade Application Form, it will be queued in our system for review and processing.
- III. Once the membership upgrade is approved, notification email will be sent to the applicant.
- IV. Upgrade application fees may vary depending on the type and requirements of the upgrade.
- V. Applicants are advised to thoroughly read and understand all details, including the fee structure, requirements, and other particulars, before applying and making payment.
- VI. Payments made for upgrade applications are non-exchangeable and non-refundable.

- VII. For any inquiries related to the membership upgrade application, you may contact us at [membership@iiam.com.my](mailto:membership@iiam.com.my).

### **C. Membership Renewal Subscription**

- I. The membership renewal subscription process is conducted automatically online via The IIA Malaysia's portal system.
- II. IIA Malaysia members will automatically be notified via email one month prior to their membership subscription expiry date. Additionally, reminders will be displayed on the Dashboard page when members log in to their accounts.
- III. Members can conveniently make online payments through the system following the provided steps.
- IV. Membership subscriptions will be automatically renewed upon successful payment. An official receipt can be download via member portal.
- V. Subscription fees may vary depending on the type and requirements of the membership subscription.
- VI. Members are advised to carefully read and understand all details, including the fee structure, requirements, and other particulars, before renewing and making payment.
- VII. Payments made for membership subscriptions are non-exchangeable and non-refundable.
- VIII. For any inquiries related to membership subscription, you may contact us at [renewal@iiam.com.my](mailto:renewal@iiam.com.my).

### **2. Events**

The event registration process is conducted automatically online via The IIA Malaysia's portal system.

Registrants are advised to thoroughly read and understand all relevant event information, including the date, venue, and other particulars before registering and making payment.

Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/ transfer policy shall be applied as follows.

- I. Written cancellations should be received by 14 working days before the workshop date to get the refund.
- II. Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
- III. Written cancellations/no-show on the day of the workshop.
  - No refund will be entertained.

- Unpaid registrations will also be liable to full payment of the registrations fee. Partial cancellation is not allowed.

IV. You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

All requests for refunds will be processed within 30 days following the program. Fees, courses, administrative details and program content are subject to change without notice.

For any inquiries related to the event registration, you may contact us at respective department:

- Membership : [membership@iiam.com.my](mailto:membership@iiam.com.my) or [renewal@iiam.com.my](mailto:renewal@iiam.com.my)
- Training & Conference : [training@iiam.com.my](mailto:training@iiam.com.my) or [conference@iiam.com.my](mailto:conference@iiam.com.my)
- Certification : [certification@iiam.com.my](mailto:certification@iiam.com.my)
- Technical & Quality Assurance : [technical@iiam.com.my](mailto:technical@iiam.com.my)

### **3. Changes to Refund Guideline**

We reserve the right to modify these Refund Guideline any time. Any changes will be effective immediately upon posting on our website. Your continued use of the Service after any such changes constitutes your acceptance of the new Refund Guideline.

#### **Contact Us**

If you have any questions about these Return and Refund Guideline, please contact us at:

The Institute of Internal Auditors Malaysia

Email : [general@iiam.com.my](mailto:general@iiam.com.my),

Phone : +603-21818008

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105, Jalan Ampang, 50450 Kuala Lumpur